



GoAmerica for RIM Wireless Handhelds

User's Guide



GoAmerica for RIM Wireless Handhelds™

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Please Note: This manual covers operation of RIM Wireless handhelds using Go.Web version 6.2. Most features in this manual are available with the majority of RIM Wireless handhelds, but not all options are available on all models. In some cases specific examples are given for one type of RIM Wireless handheld. Make sure to check your service plan and device specifications for your RIM Wireless handheld to determine what features are available to you.

Welcome to Go.Web™

Welcome to GoAmerica's Go.Web, the personalized Web browser for the RIM family of Wireless Handhelds. Go.Web provides wireless access to business and financial information, news, sports, weather, entertainment, POP3 email access and more! In addition to the many familiar Web browsing features available with Go.Web, you can customize your own selection of Internet options 'MyGoLinks' and 'My MobileClips'.

RIM Wireless Handheld™

It is assumed you have some experience using the RIM Wireless handheld. If you have not yet familiarized yourself with basic operation of your device we recommend you read the RIM user guide before continuing.



Installing and Updating Go.Web

1. The latest version of Go.Web has already been installed on your RIM Wireless handheld. In most cases it is not necessary to reinstall GoAmerica software unless an update becomes available. Before attempting to reinstall or update the GoAmerica software, check the version number of the current software installation.
2. From the Home Screen select 'Options' then 'Status'. (**RIM IPS devices:** Press the trackwheel to open the options menu then select 'Setup' -> 'Status'.) A list of version numbers is displayed such as "Go.Web 6.002.10" or a similar number. Write down the Go.Web version number for reference.
3. To verify you have the latest version of GoAmerica software available, point your desktop browser to "<http://www.goamerica.net>" and select 'Software Downloads'.

If a newer version of the Go.Web software is available (compare the version listed online with the number you wrote down earlier), continue with the install section below appropriate to the RIM Wireless device you are using. If a newer version of GoAmerica software is not available you are ready to proceed to the 'Getting Started with Go.Web' section of this manual.

RIM IPS devices: If you are using a RIM IPS device, (a device with text based interface/menu system) follow the install procedure on page 10 for RIM IPS devices.

Installing Go.Web on a RIM Wireless Handheld (non-IPS)

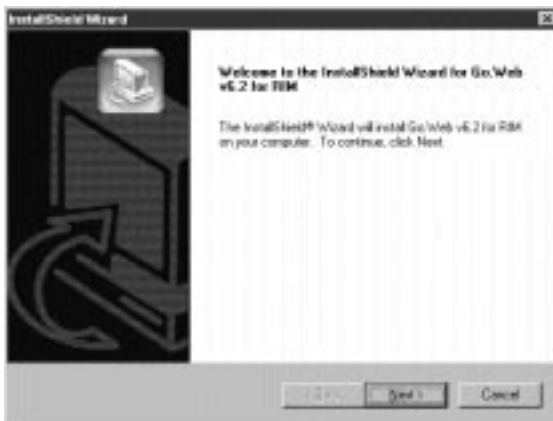
Important: Before installing or upgrading your software you must perform a full backup/restore function with your RIM Wireless Handheld to protect the data on your handheld. Data lost while installing new software is not recoverable. If you are not sure how to perform a Backup/Restore, consult the User's guide that accompanied your RIM handheld or contact GoAmerica Tech Support.

Note: The Desktop Manager Software for your RIM Wireless Handheld must be installed on your desktop and a docking cradle or cable for your handheld must be connected to your PC before running the GoAmerica installation.

1. Point your desktop browser to "www.goamerica.net" and select 'Software Downloads'. If a newer version of Go.Web software is available (compared with the version you noted above), continue with the next step. Otherwise you are ready to proceed to the 'Get Started with Go.Web' section of this manual.
2. Select and save the proper Go.Web installation program to your desktop.

Note: Make sure to select the appropriate software for your device and download to your desktop. For example, "RIM 957 Go.Web Version 6.0x.x" (If available, updated Go.Web documentation can be found here too.)

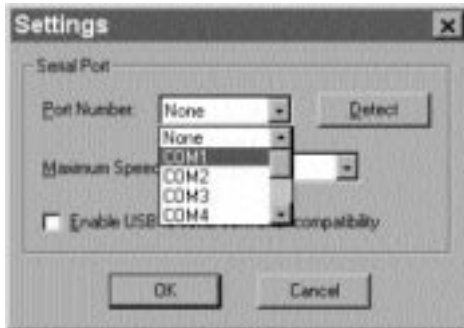
3. When the download is complete double click the GoAmerica install icon on your desktop to begin the installation. (If an earlier version of Go.Web is present on your desktop you may have to run the install application twice. Once to remove the previous installation and again to install the updated version.)
4. The InstallShield Wizard will guide you through the installation process. Click Next to continue then Click Yes to Agree to the License agreement.



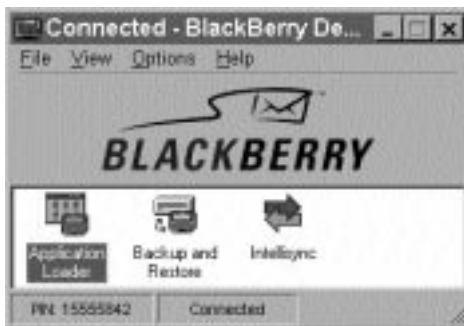
5. Click Next to continue or Browse to choose your own directory to install Go.Web.
6. Click Next if the software type and version displayed matches the device type you are using. If not, contact GoAmerica technical support at www.goamerica.net.
7. Click Next to use the default program folder or choose a folder name to use.
8. The Go.Web software will now download to your desktop. Click Finish when it has finished transferring. Click OK to continue.



9. Start the RIM Desktop Manager. Select a COM port to use by selecting Options ->Serial Settings. Make sure your RIM handheld is connected to your PC by placing it in the cradle. If you know the COM port your device is connected to enter it now (usually COM1). Otherwise click Detect to locate your device.



10. Once your device is properly detected and the COM port identified, click OK to continue.
11. Select Backup/Restore from the Desktop Manager window. (If the software update screen appears select Cancel.)
12. The Backup/Restore screen appears, select Backup to continue. Your files are saved to your desktop or laptop computer. Click Close when finished.
13. Select the Application Loader from the Desktop Manager window.



14. The Application Loader will open and your handheld's LCD will display 'Loader Activity...' Click Next to continue.

15. The Application Loader initializes and presents you with the applications available to install on your RIM handheld. Select Go.Web 6.x for RIM to install Go.Web. Click Next to continue.



Important: Make sure you check **all** applications you want loaded on your device, even if they are already installed. Applications that do not have check marks beside them will be **deleted**.

16. The Unused Application Space window appears. Leave the 'existing settings' option selected. Click Next to continue.



17. The Existing Data Preservation window appears. Do not select these checkboxes unless instructed to do so by GoAmerica or if you are sure you want to delete data from your handheld. Click Next to continue.

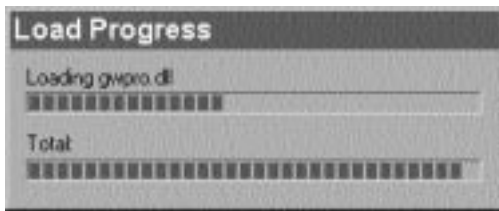


Note: In the 'Application Data' section, check this box only if you want to delete data on your handheld (address book, messages, etc.). If you check this box you are **permanently deleting** these items. Back up important information first, using the Backup and Restore tool. In the 'Applications' section, check this box only if you wish to erase applications from your handheld before loading new updated ones. Selecting this option after a failed application install attempt is suggested.

18. The Summary window displays the application(s) that will be installed. Confirm the applications and version numbers are correct then click Finish to continue.



19. The loader progress window will open. Installation to your handheld may take several minutes. Please do not disturb or disconnect the handheld during this process.



20. When Go.Web has finished loading click OK. Your RIM handheld will display 'Initializing' and then return to the Home screen.
21. After a successful install you must run a Backup/Restore function again, this time selecting the 'Restore' option. When the Restore of your original data is done, the installation is complete.

Installing Go.Web for the RIM IPS Wireless Handheld

Important: Before installing or upgrading your software you must perform a full backup/restore function with your RIM Wireless Handheld to protect the data on your handheld. Data lost while installing new software is not recoverable. If you are not sure how to perform a Backup/Restore, consult the User's guide that accompanied your RIM handheld or contact GoAmerica Tech Support.

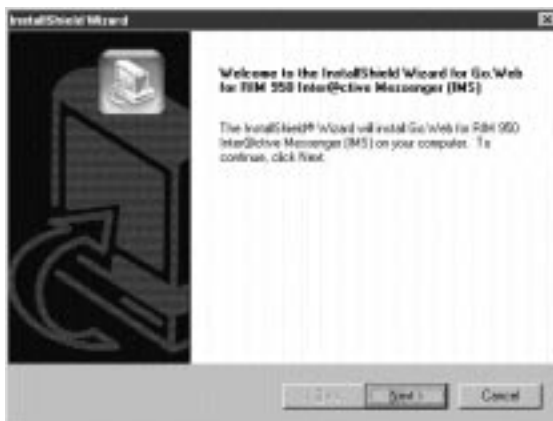
Note: You must have a cradle or cable to connect your RIM handheld with your computer in order to install or upgrade Go.Web. Determine what COM port your cradle/cable is connected to (usually COM1).

1. Point your web browser to www.goamerica.net, select 'Software Downloads' and download the Go.Web installation program for your handheld.

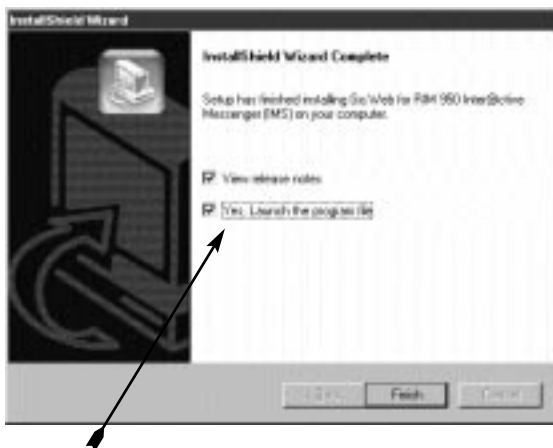
Note: Make sure to select the appropriate software for your device and download to your desktop. For example, "RIM 957 Go.Web Version 6.0x.x" (If available, updated Go.Web documentation can be found [here](#) too.)

2. Save the Go.Web installation program to your desktop. Double click the install icon to begin. (If an earlier version of Go.Web is present on your desktop you may have to run the install application twice. Once to remove the previous installation and again to install the updated version.)

3. The InstallShield Wizard will guide you through the installation process. Click Next to continue. Click Yes to Agree to the License agreement.



4. Click Next to continue or Browse to choose your own directory to install Go.Web.
5. Click Next to use the default program folder or choose a folder name to use.



6. Check the 'Launch Program File' box then Click 'Finish' to load the Go.Web application on to your RIM handheld.

7. A DOS screen will appear. Connect your RIM handheld to the cradle/cable attached to your computer.



8. Choose the COM port your device is connected to (usually COM1).

9. You will be prompted to update the OS on your pager.

Note: It is recommended for best compatibility that your answer Yes, by typing 'Y'. However this will **delete** any applications that have been added to the handheld. If you have added applications that you cannot replace you may not want to upgrade at this time, Type 'N'. None of your personal data (address book, messages, etc.) are erased with this update. **Go.Web will be loaded regardless of your choice.**

10. Type 'Y' to update or 'N' to skip the update and continue.

11. Your RIM Wireless handheld will display 'Loader active...' while Go.Web is loaded on to your device. This may take several minutes. Your desktop screen will display a series of progress bars while loading.

When the Go.Web installation is complete, Tap any key to finish the install process. The DOS screen will exit back to Windows. Now check your handheld for any user input required. Congratulations, you are now ready to use Go.Web!

Go.Messenger™ Installation (Optional)

Requirements: Go.Messenger requires a RIM Wireless handheld with 4MB of memory or more, the RIM cradle to connect the handheld to your computer and RIM Desktop Manager 2.0 (or higher) software must be installed on your computer. Before beginning, make sure the RIM cradle is securely connected to your computer. (**Note:** Go.Messenger is **not** available on RIM IPS devices.)

1. If you have already have a Go.Messenger installation disc, insert it now and begin the install from Step 3. Otherwise, point your desktop browser to "<http://www.goamerica.net/>" then select 'Software Downloads'.
2. Select and download the "Go.Messenger for RIM.exe" and Save to your desktop.
3. Run the downloaded file from your desktop by double clicking the GoAmerica install icon or if you have an installation disc, run the "Go.Messenger for RIM.exe" program now. (If you have a previous version of Go.Messenger on your desktop you will need to run this install program twice. Follow the prompts to remove the earlier version, then run the install again after the old version has been removed.)
4. The InstallShield Wizard will guide you through the installation. Click 'Next' to continue.
5. Click 'Next' to select the default Go.Messenger folder location or 'Browse' to choose your own location.
6. Click 'Next' to confirm that the Wizard has detected the proper setup on your system.
7. Click 'Next' to continue then 'Finish' -> 'Ok' to close the install program.

Installing Go.Messenger on your RIM Handheld

1. Make sure your RIM Handheld is securely attached to the cradle and computer. If it is not already running. Open the RIM/Blackberry Desktop Manager.

IMPORTANT: Before loading the Go.Messenger application you should perform a Backup/Restore operation to save any data files on your RIM handheld. If you are not sure how to perform a Backup/Restore, consult the manual that accompanied your RIM handheld.

2. After performing a Backup/Restore, start the Application Loader from the Desktop Manager. Click 'Next' to continue. Your handheld will display 'Loader activity' while the application loader reads your device configuration.

Note: Depending on the configuration of your device you may be presented with a choice of keeping or replacing the current application files on your device. If prompted to choose you **must** select the second option to **replace** these files in order to install Go.Messenger.

3. The Optional Application Selection screen opens. All applications you want to load on your RIM handheld (even if they are already installed) **must** be checked. Make sure the "Go.Messenger v0.2.x.x for RIM" option is checked. Click 'Next' to continue.
4. Depending on the configuration of your RIM handheld, you may see the "Unused Application Space" screen. Select "Keep the existing settings" then Click 'Next' to continue.
5. Depending on the configuration of your RIM handheld, you may see the "Existing Data Preservation" screen. Unless otherwise instructed, do **not** check any boxes on this screen. Click 'Next' to continue.
6. The summary screen will be displayed showing all the applications you have selected to update/add to your RIM handheld. Confirm the displayed selection then select 'Finish' to continue.

IMPORTANT: If the Summary screen informs you that you do not have enough room to install the Go.Messenger application, make a note of the amount of space required and available then click 'Cancel'. Perform a complete 'Backup/Restore' operation using the Desktop Manager.

Start the Application Loader again and follow the installation instructions, however, this time when prompted, select the option to 'Create More Space for Applications', then continue with the installation instructions.

7. Go.Messenger will now be loaded on your RIM Wireless handheld. When the installation is complete, a success window will pop up. Click 'Ok' to close the installation window.

To setup and begin using Go.Messenger you must first register with the GoAmerica Instant Messaging server. See Go.Messenger on page 37 for details.

Getting Started with Go.Web™

When you browse the Web you will be highlighting and selecting links. As you move the trackwheel and pass over active links, checkboxes, buttons and dropdown lists a highlight box will appear around items indicating they are links that you can select.

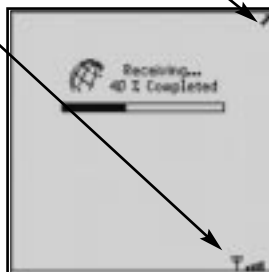
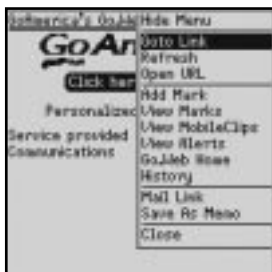
1. From the Home screen scroll to and select Go.Web. If this is the first time you are using Go.Web, the GoAmerica welcome screen will appear. If you have already used Go.Web on this device, scroll to and select Go.Web then proceed to Step 3.
(**RIM IPS devices:** Press the trackwheel to open the options menu then scroll to and select 'Go.Web').



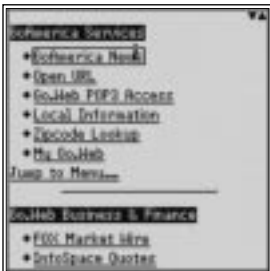
2. Scroll to the 'Click here to start' link. A highlight box will appear around the link. Press the trackwheel to open the Go.Web options menu then select the 'Goto Link' option.

Note: Each time Go.Web is started or reset, security features are activated. You may also see a security message, 'Generating Security keys' displayed briefly when you start, reset or request a Web page.

3. When Go.Web makes a request, the progress window displays information about the status of your request, like '**Receiving**'. Packet transfer is displayed in the upper right corner, **Signal strength** in the lower right corner, .



4. The Go.Web home page (or the last Web page viewed if you have used Go.Web before) will be displayed. From the Go.Web home page scroll to and select the 'GoAmerica Services' option.
5. The Go.Web options menu will appear. Select 'Goto Link'. The GoAmerica Services menu will be retrieved. Scroll to and select GoAmerica News, then 'Goto Link'.
6. The latest GoAmerica news items will be listed. You can open and read any of these articles by scrolling with the trackwheel and clicking on the item you want to read when a link is highlighted.



7. To return to the Go.Web home page, press the trackwheel. Scroll to and select 'Go.Web Home'. From the Go.Web home page you can now choose your own destinations on the Web.

Congratulations! You are now using Go.Web as your wireless Web browser.

Links

Most Web browsing is accomplished by selecting 'links'. Links can be identified as text on a Web page underlined with a dotted line or highlighted by a text box. If you are not sure an item is a link, you can test it by highlighting then selecting it. If that item is a link, the Web location will be opened. If you open a Web page you did not intend to view, click the trackwheel then select 'Back' to return to the last Web you viewed.

Copy/Paste *New for Go.Web version 6.2

Now you can select, copy and paste text from a RIM memo or other text item within Go.Web using the Num key and trackwheel. (**RIM 2.1 devices only**)

Select: Hold Num key + roll trackwheel to Select text.

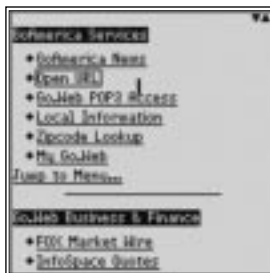
Copy: Hold Num key + press trackwheel to Copy text.

Paste: Hold Num key + press trackwheel while no items are selected to Paste copied text.

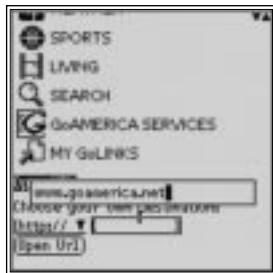
Open URL

To open a Web page not listed on the Go.Web home page, press the trackwheel to open the Go.Web options menu, then scroll to and select 'Open URL'. You can also use the Open URL option from the Go.Web home page.

1. Press the trackwheel to open the options menu then scroll to and select 'Open URL'.



2. Enter the Web address you want to open. For example, 'www.goamerica.net' then hit Enter or press the trackwheel to continue.



From the Go.Web Home Page

1. Scroll to and select 'GoAmerica Services' then select 'Open URL'
2. Scroll to and select the data entry field below 'Choose your own destination'.
3. Select 'Edit' and enter the Web address you want to open. For example, 'www.goamerica.net' then hit Enter or press the trackwheel to continue.

4. Scroll to and select 'Open URL'. Go.Web will now retrieve the Web page you have requested

Note: To open a secure **SSL** connection, select the dropdown arrow next to 'http://', then select the 'https://' option before entering your web address.

WML 1.1 Support *New for Go.Web version 6.2

In addition to **HTML**, Go.Web is now capable of handling pages created for wireless devices with **WML 1.1** to further expand your wireless Web browsing capabilities.

Go.Web Menu

Go.Web uses a few simple navigation options that allow you to easily browse the Web. If you are already familiar with desktop Web browsers, you will find many familiar features available to you.

1. To view the Go.Web options menu, from the Home screen select Go.Web. The Go.Web home page or last Web page you accessed will be displayed.
(RIM IPS devices: From any function screen press the trackwheel then scroll to and select Go.Web).
2. Press the trackwheel. The Go.Web options menu will be displayed.
(Note: If QuickClick is enabled, you may need to hold the Orange Alt key while pressing the trackwheel to open the Go.Web menu.)

Hide Menu: Select Hide Menu to close the options menu without making any changes.

Back: Return to the previous Web page or menu. You can also use the Back menu option to escape from a data entry page. The back or Escape keys can also be used to perform these functions in most cases.

Forward: Use Forward to return to a Web page you previously moved Back from.

Goto Link: Use Goto Link to select the current active link. The option is only displayed when you have selected a link by highlighting it. The Enter key can also be used to select an active link in most cases.

Refresh: Use to update the current Web page or menu. You can also use Refresh to reload a page that may not have loaded properly.

Open URL: Select Open URL to open a new web page. Enter the address of the Web page you want to view in the pop up window then press the Enter key to go there.

Add Mark: Select Add Mark to add the current page to your list of Bookmarks.

View Mark: Select View Marks to view your list of Bookmarks.

View MobileClips: Select to view your list of MobileClips.

Edit: Add or edit text in a data entry field. Usually used to enter information like a Web address.

Go.Web Home: Move directly to the Go.Web home page and bypass any pages in-between.

Check/Uncheck: Used to add or remove a check from a check box.

Show List: Display a list of options or items. Usually appears beneath a dropdown arrow or link.

*New Go.Web menu options for Go.Web version 6.2

View Alerts: Select to view the current Alerts.

History: Select to view the current history and select a page from the list.

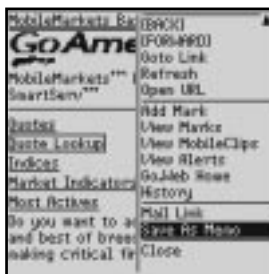
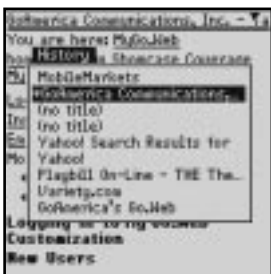
Mail Link: Send the URL of the current Web page via email. (Not available on IPS devices.)

Save As Memo: Saves the current Web page as a Memo on your RIM handheld.

History ^{*New for Go.Web version 6.2}

Go.Web records the Web pages you visit during the current session on the History list. History is active for the current session only and is reset each time you return to the Go.Web home page.

1. From the Go.Web options menu select 'History' then select the Web page you want to return to. (The current page will be marked with an asterisk.)
2. Go.Web returns to the selected Web page bypassing any pages in-between.



Save As Memo ^{*New for Go.Web version 6.2}

Save As Memo saves a Web page as a RIM memo you can refer to later. Pages over 900 bytes will be split in to two or more Memos. **Note:** The RIM Memopad function must be installed on your handheld in order to use Save As Memo. Save As Memo is **not** available on IPS devices.

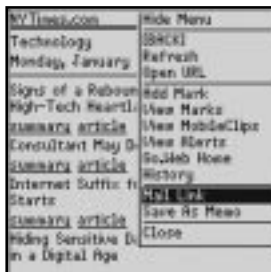
1. While viewing the Web page you want to save, press the trackwheel then select 'Save as Memo'.
2. The text edit box opens and you can edit the name of your Memo or use the current title.

3. Press the trackwheel again to Save the Web page as a Memo. You can now read the saved Memo with the RIM Memopad function and sync with your Desktop to read it through the Microsoft Outlook Memo feature.

Mail Link

Send the address (URL) of the current web page in an email message by using the Mail Link option. (**Note:** The Mail Link option is **not** available on RIM IPS devices.)

1. While viewing the Web page you want to include in an email, press the trackwheel to access the Go.Web menu, then select 'Mail Link'.



2. Your address book will open and you can select an email address to send the URL to or use the "one time" option to enter an email address.
3. A predefined email message will be sent to the recipient along with the address of the current Web page. (On devices running the RIM version 2.1 you can edit the text of the email message before sending it.)

Messages you receive with Mail Link attachments can activate Go.Web to navigate to the URL of the attachment you have received.

1. While reading a message with a Mail Link attachment, scroll to and highlight the attachment.
2. Press the trackwheel to access the email menu then select 'Open'. Go.Web will open and navigate to the selected Web address.

Go.Web Navigation

Back

1. From the Go.Web options menu select Back to move to the last Web page you viewed and reload other previously viewed Web pages and menus.

Forward

1. From the Go.Web options menu, select Forward to return to a Web page or menu you previously moved Back from. Forward is only accessible after you have viewed several Web pages and then returned to a previously viewed page using Back.

Refresh

Sometimes you may want or need to refresh a page. The Web site you are viewing may have been updated, or might not have loaded properly.

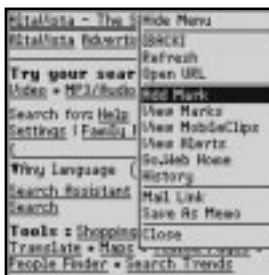
1. While viewing the page you want to refresh, press the trackwheel to access the Go.Web options menu, then scroll to and select 'Refresh'.
2. Go.Web will re-send a request for the page you are viewing and the data will be updated. In this way you can insure that you are viewing the most up to date version of that Web page, or refresh a page that did not load properly.

Bookmarks

Bookmarks are useful for keeping track of frequently visited Web sites. You can also set up bookmarks as shortcuts on the Home screen to give you quick and direct access to your favorite web sites. **New for Go.Web version 6.2**, Bookmarks are now backed up and restored using the RIM Desktop Manager backup/restore function. **Note:** Bookmarks are not backed up on RIM IPS devices.

To add a bookmark

1. While viewing the page you want to add to your list of bookmarks, press the trackwheel to access the Go.Web options menu. Scroll to and select 'Add Mark'.



2. You will be prompted to enter a title for your bookmark. (If the page already has a title you can save the current name to your bookmarks or edit the title as you wish.) Press the trackwheel to continue.
3. You may now save the Bookmark to your Home screen. Select 'Yes' to add to your **Home Screen** or 'No' to save only to your list of Bookmarks. If you choose to save the Bookmark to your Home Screen you will be presented with an icon list to choose from. Select an icon such as 'News' to represent the Bookmark.

4. The current page will be added to your list of Bookmarks and your Home Screen if selected. (**Note:** The option to save Bookmarks to your Home Screen is **not** available on RIM IPS devices.)

To open or view bookmarks

1. Press the trackwheel to open the options menu. Scroll to and select 'View Marks'.
2. If you have created a list of bookmarks, your list will be displayed.



3. Scroll to the bookmark you want to view, then press the trackwheel and select 'Goto Link' to open the Web page associated with that bookmark.
If you have saved a bookmark to your Home screen, simply select the icon on the Home screen to open the Web page. (non-IPS devices only.)

To delete a bookmark

1. Open the Go.Web options menu. Scroll to and select 'View Marks'.
2. Your bookmarks list will be displayed. Highlight the bookmark you wish to delete.
3. Press the trackwheel then scroll to and select 'Delete Mark'.
4. When prompted to confirm your selection, select 'Yes' to delete or 'No' to abort.
You will then be returned to your list of bookmarks.

Cache

Go.Web automatically caches a limited number of Web pages for faster browsing. When Go.Web caches information for you, pages do not have to reload every time you use the Back and Forward options. If a web page does not refresh properly or seems to load incorrectly, it may be necessary to clear the cache.

1. To clear the cache, from the Home Screen select 'Options' then 'Go.Web'.
2. Press the trackwheel then select 'Clear Cache'. Click 'Yes' to clear or 'No' to abort.

MobileClips™

Go.Web MobileClip technology makes it possible for you to quickly gather information from the Web and popular online content providers. MobileClips are listed and downloaded from the GoAmerica MobileClip library and can then be added to your Home Screen for easy access. The online library is constantly being updated so make sure to check regularly for new MobileClips.

1. From the Go.Web options menu, press the trackwheel then select 'View MobileClips'.



2. Scroll to and select 'Online MobileClips'. The GoAmerica library of MobileClips will be displayed.
3. Select a MobileClip you wish to view, then select 'Yes' to add this MobileClip to your Home Screen or 'No' to open the MobileClip without saving it to your Home Screen. (**Note:** The option to save a MobileClip to your Home screen is **not** available on RIM IPS devices.)
4. The MobileClip you have selected will now be downloaded to your RIM handheld. All MobileClips you download will be added to your 'My MobileClips' list for easy future access.

To access My MobileClips

1. Press the trackwheel then select 'View MobileClips' from the Go.Web menu.
2. All MobileClips you have previously downloaded will be displayed. Scroll to and select the MobileClip you wish to open from the list. Or, if you have added any MobileClips to your Home Screen, simply select that MobileClip icon to open it.

To remove MobileClips from My MobileClips list

1. While viewing 'My MobileClips', highlight the MobileClip you wish to delete.

2. Press the trackwheel then select 'Delete MobileClip'. Select 'Yes' to delete, 'No' to abort.

Customizing Go.Web

Go.Web can be customized to create your own personal Web content. Adding or changing Go.Web content is optional. GoAmerica's selection of services is always available to you on the Go.Web home page.

1. Point your desktop Web browser to 'http://www.mygoweb.net'.
2. Follow the online instructions to customize the content on your RIM wireless handheld and to set up your account if you have not already done so.
3. Web pages that you select will then be added to your list of 'MyGoLinks' for easy access from your RIM Wireless handheld. Select the 'MyGoLinks' option from the Go.Web home page to view your customized selection of GoAmerica Services.



Go.Web Preferences

You can set your preferences to adjust the way Go.Web displays information.

1. From the Home screen select 'Options' then 'Go.Web'. (**RIM IPS devices:** Press the trackwheel to open the options menu then select 'Setup' -> 'Go.Web'.)
2. To save your changes, press the trackwheel then select 'Save' to apply the changes to your Go.Web Preferences. Select 'Cancel' to abort any changes.



Images: Turns images off, 'No Sites' (only text will be displayed) or sets them to display from 'Friendly Sites' only. Friendly sites are Web pages selected by GoAmerica for optimal display on your RIM handheld. The default setting for this option is On, graphics will be displayed on 'Friendly' sites.

Format Tables: Set to 'Yes' will format tables as closely as possible to fit your display.

Flash Link: Set to 'Yes' will cause active links to Flash.

Enable QuickClick: Set to 'Yes' will active one touch link activation with the trackwheel.

QuickClick *New for Go.Web version 6.2

QuickClick enables you to use the trackwheel like a mouse for one click activation of hyperlinks. Default for QuickClick is Off.

1. From the Go.Web Preferences menu scroll to and select 'Enable QuickClick'.
2. Select 'Change Option' then use the trackwheel to enable Quick Link by scrolling to select 'Yes'.
3. Press the trackwheel again then select 'Save' to save your changes. QuickClick is now activated. When QuickClick is activated you can simply press the trackwheel while highlighting a link to open an active link or Web menu option.

Device Emulation: Sets device emulation to Browser (preferred) or Phone. It may be desirable, for certain applications only, to change device emulation from Browser to Phone, making your RIM handheld appear more like a phone to the server. (**Note:** It is **not** recommended that you change this setting unless you are sure a particular application requires it.)

Enable Push Alerts: When **Enabled**, all Alerts are processed as they become available.
When **Paused**, Alerts will remain queued at the server until Alerts are **re-Enabled**.
When **Disabled**, all Alerts will be rejected by the server.

Auto Store Alerts: Enabled, Auto Store will save all your Alerts until you manually delete them. If Auto Store is Disabled, your Alerts will be removed after you access them.

Language: Select English or French for some device menus. RIM 2.1 and above.

Maximum Page Size: Sets the maximum page size to be displayed by the Go.Web application. The default setting is 12000 bytes.

Auto Retry: Activate to automatically retry downloading Web pages that did not load.

Gateway & MAN# (USA/Canada): These items are preset and are not user selectable.

Cache Used/Max: Displays amount of the cache in use and maximum cache available.

Reset Defaults: Change all user selectable preferences back to the default settings. From the Go.Web Preferences menu, press the trackwheel then select 'Reset Defaults'.

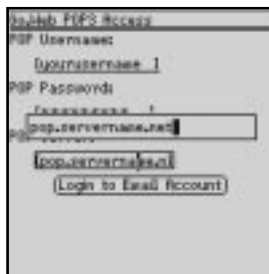
Reset Security: Clears and resets the Security Keys used by the RIM handheld. From the Go.Web Preferences menu press the trackwheel then select 'Reset Security'. (Security Keys are normally reset when the RIM handheld is reset or makes a new wireless connection.)

Go.Web POP3 EMail Access

Access to all your POP3 EMail is now as simple as using Go.Web. Access your existing POP3 email addresses from your RIM Wireless handheld.

Inbox

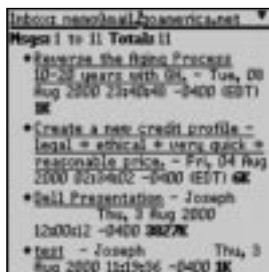
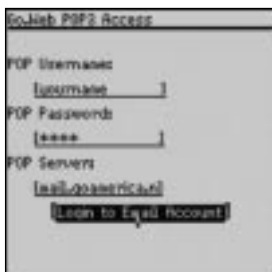
1. From the Go.Web home page select 'GoAmerica Services' then 'Go.Web POP3 Access'. The Go.Web POP3 Mail screen will open.



2. Scroll to and highlight the POP Username box then press the trackwheel to open the Go.Web options menu and select 'Edit'.
3. Enter the username for the POP3 email account you wish to access in the data entry field then hit Enter to continue.
4. Repeat steps 2 - 3 for the Password and POP Server data entry fields.

(This is the address of the POP mail server where you receive messages and the Username and Password that you normally use to access your POP mailbox. If you are unsure of this information, contact your system administrator or your ISP.)

5. Select the 'Login to Email Account' link to access your Inbox. Go.Web will now retrieve your messages and open your Inbox.



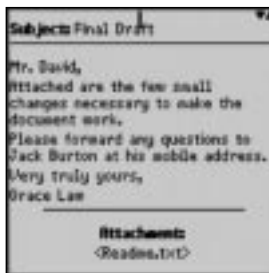
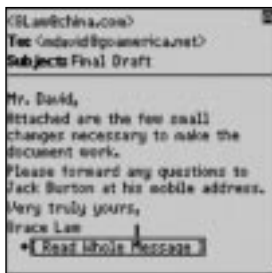
Note: After entering your POP Mail information for the first time, your Username and POP Server name are saved (until you enter different information) to save time when you next login. For security purposes your password is not saved and must be entered each time. If you want to access a different POP mailbox, follow these steps again using the username, server name and password for the other mailboxes you want to use.

Reading and Replying to messages

Once you have opened your Inbox, you can easily read and reply to messages from anywhere. You can even choose to reply with another email address other than the address associated with your Inbox.

Reading Messages

1. Using the trackwheel, scroll to and select the message header you want to read.
2. The options menu will appear. Select 'Link' to open the selected message. Go.Web will now retrieve the message from your mail server.
3. Read the body of the message by scrolling down with the trackwheel. If message contains more lines than the maximum specified in your Inbox preferences only a portion of the message will be downloaded. To retrieve the rest of the message, scroll to and select the 'Read Whole Message' link.



Note: If a file or document is sent as an **attachment** to the message, the file will not be downloaded but the file name will be displayed at the end of the message.

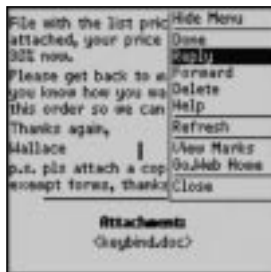
Message Options

Done

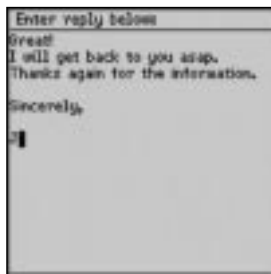
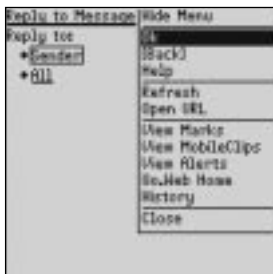
If you are finished reading and do not wish to reply or take other action on the message, press the trackwheel to bring up the options menu and select 'Done'. This will bring you back to your Inbox without making any changes to the message.

Reply to messages

1. While the message you wish to reply to is open, press the trackwheel to access the options menu and select 'Reply'.



2. The Reply window opens. Choose Reply to Sender only, or to the Sender and All recipients. Press the trackwheel to make your selection and continue.



3. You may now enter the text of your reply. When you are done, press the trackwheel to open the Go.Web options menu then select 'Ok' to send your reply.
4. A status screen will be displayed to verify your reply has been sent. Hit the Enter key or press the trackwheel and select 'Ok' to return to your Inbox.

Forwarding Messages

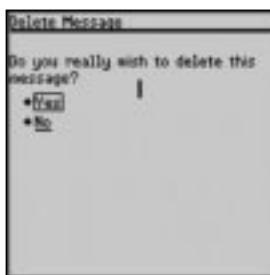
1. While the message you wish to forward is open, press the trackwheel to access the options menu. Scroll to and select 'Forward'.
2. The Forwarding address page will open. Enter the address(es) you want to forward this message to. If you are sending to more than one address, separate each address with a comma.



3. Press the trackwheel and select 'Ok' to confirm these addresses. Now you can enter your own message to attach to the forwarded text.
4. When you are ready to forward your message, press the trackwheel and select 'Ok' to send. The status screen will appear confirming your message has been forwarded. Hit the Enter key or press the trackwheel and select 'Ok' to return to your Inbox.

Deleting Messages

1. While reading the message you want to delete, press the trackwheel to access the options menu. Scroll to and select 'Delete'.
2. The Delete confirmation screen will appear. Select 'Yes' to Delete, 'No' to Abort.



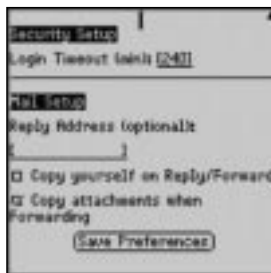
Refreshing your POP mailbox

To update your Inbox and check for new messages without logging out.

1. Press the trackwheel to access the options menu. Scroll to and select 'Refresh'.
2. Go.Web will update your Inbox with any new messages from the mail server.

Inbox Preferences

There are several preferences you can set to adjust the way your Inbox works.



POP3 Email Options Menu

1. From your Inbox, press the trackwheel to open the options menu. Scroll to and select 'Options'. The following options are available to you.

Display Setup: Allows you to set the number of messages displayed per screen and the maximum number of lines to display per message. Default number of messages is 10; default number of lines per message is 25.

Message List: Allows you to setup the way your message headers will be displayed. You can include, Subject/Sender/Date, Subject & Sender, Subject & Date, or Subject Only in your message headers

Security Setup: Allows you to set the number of minutes until your account logs out of your mailbox. Default is 240 minutes.

Mail Setup: Allows you to specify a Reply Address other than the address of the current mailbox to be included in your messages. This function is optional. The reply to address does not have to use the Email address to which your messages are sent. You can use any of your own Email addresses here.

Copy on Reply/Forward: Select this checkbox to send a copy of your replies to your Inbox when you Reply to or Forward a message. Default is Off.

Copy Attachments: Select this checkbox to copy attachments when Forwarding messages. Default is On.

Saving Your Inbox Options

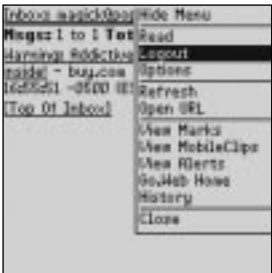
At the bottom of the Options window is the link to save the preferences you have updated. Use the 'Check/Uncheck' option to mark checkboxes. After changing your preferences, make sure to scroll to and highlight the 'Save Preferences' link. Hit the Enter key to save your preferences.



Logout

To help maintain the good security of your Inbox we recommend that you logout when you are done. You can return to the Go.Web home page if you want to login to a different POP Mail account.

1. From the Go.Web options menu, scroll to and select 'Logout'.
2. The Logout confirmation screen appears. Hit the Enter key to return to Go.Web.



Go.Web Help and Hints

- The Go.Web MobileClip library is constantly being updated with the latest Web content. Make sure to check back regularly to see what's new!
- Hold the Orange ALT while pressing the trackwheel to suppress QuickClick when you need to open the options menu without selecting a highlighted link.
- Use the Enter key to choose highlighted menu options instead of clicking the trackwheel and scrolling to your selection.
- Use the Back or Escape key instead of clicking the trackwheel and selecting the Back option. This will return you to the previous page in most cases.
- Hold the orange ALT key and move the trackwheel to move from side to side within a data entry screen.
- Hold the orange ALT key and move the trackwheel to change options on setup and preference lists.
- Hold the orange ALT key and move the trackwheel to scroll up or down a full page at a time. This is especially helpful on large Web pages.
- Use bookmarks to save frequently viewed Web pages, such as your local weather. This can save a lot of time!
- Some Web page links may not be obvious. Test to see if an item is a link by scrolling the cursor over that item. If a highlight box appears, the item is a link.
- Some Web pages may have separate help options associated with them. If so, a Help option will appear on the Go.Web options menu.
- Return to the Go.Web home page from anywhere on the web with just two clicks. Press the trackwheel to open the options menu, then select 'Go.Web Home'.
- Use the Escape key to cancel a Web request during Send/Receive operations.
- Save frequently used MobileClips and Bookmarks to your Home screen for faster access.
- Once you are familiar with Go.Web, enable QuickClick to speed your Web browsing.

Note: For detailed information on using features other than Go.Web on your RIM Wireless Handheld, please refer to the user manual included with the RIM handheld.

Alerts with WAP Push 1.2 *New for Go.Web version 6.2

Important: WAP Push features are only available when the RIM wireless handheld is part of a group that has applications that utilize WAP Push features.

Alerts: PUSHed messages will appear as 'Alerts' on your RIM Wireless handheld in the form of a pop-up dialog box.

1. To view an Alert when you receive it select 'Ok' or 'Process'. If the Alert message contains a Web address (URL), the associated Web page will be processed and opened by Go.Web.
2. If you do not wish to view the current Alert immediately, select 'Postpone'. The Alert message will close and be stored for viewing at another time.



To view stored Alerts

1. To view stored or previously viewed Alerts, press the trackwheel then select 'View Alerts' from the options menu.
2. Scroll to and highlight the Alert you wish to view then press the trackwheel to open it. If a Web page (URL) is associated with the Alert, Go.Web will process and open the Web page.



To delete an Alert

1. Use the trackwheel to scroll to and highlight the Alert you want to delete.
2. Press the trackwheel to open the options menu then select 'Delete Alert'.

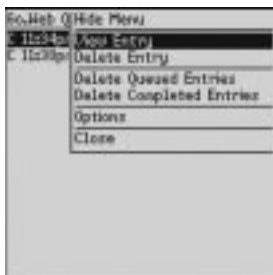
Go.Web QueueManager/Offline ^{*New for Go.Web version 6.2}

MobileClips and other Web-based applications can now take advantage of Go.Web QueueManager, allowing continuous coverage even when offline. Requests submitted via QueueManager will be Queued up for transmission when you return to coverage. Requests and their results can be viewed via the Go.Web QueueManager application.

Note: Offline functionality using Go.Web QueueManager is only available when applications have been written and deployed to the RIM wireless handheld for use with Go.Web QueueManager. (QueueManager is **not** available on RIM IPS devices.)

To access the results of your queued submissions

1. From the Home screen select the QM icon to open QueueManager.
2. Scroll to and highlight the queued item you want to view then press the trackwheel and select 'View Entry'.



View Entry: Select View Entry to open and view the details of your queued request. After selecting View Entry the QueueManager options menu is expanded.*

*Press the trackwheel again while viewing your queued request for these additional options.

View Web Response: Check the success of your request and view the information sent in response to your request.

View Details: Displays the Web address (URL) that was generated by your request.

Resend: Resend your request in the event of a failed send.

Delete Entry: Deletes the current entry. Deleted entries that have not yet been sent will be lost completely.

Next/Previous: Move to the details of the Next/Previous request.

QueueManager Options

1. Scroll to and highlight the queued item you want to view. The following options are available.

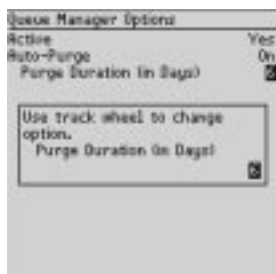
View Entry: Select View Entry to open and view the details of your queued request.

Delete Entry: Deletes the current queued entry.

Delete Queued Entries: Deletes all entries still in the queue.

Delete Completed Entries: Deletes only entries that are completed requests.

Options: Opens the QueueManager options screen. Select from the following preferences.



Active: 'Yes' sets QueueManager as Active. 'No' will Pause all QueueManager activity.

Auto-Purge: Turns Auto-purge On or Off. While set to On, Auto-Purge will remove the results from the queue based on the 'purge duration' number set below.

Purge duration: Sets the number of days to wait before running Auto-Purge.

To access QueueManager options from the Home screen.

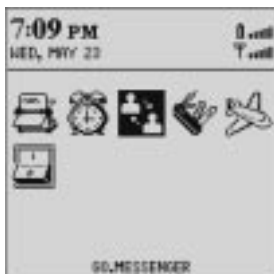
1. Select Options then Go.Web QM. The Go.Web QueueManager will open.
2. Press the trackwheel then select 'Options'.

Go.Messenger™

To begin using Go.Messenger you must first register with the GoAmerica Instant Messaging server. Go.Messenger is optional software and may not be installed on your RIM Wireless handheld. Installation instructions can be found on page 13.

(Note: Go.Messenger is **not** available on RIM IPS devices.)

1. Select the Go.Messenger icon from the Home Screen. If Go.Messenger has already tried to contact the server the "Not Registered" screen will be displayed.



2. If the "Not Registered" screen opens, click the trackwheel and select 'Ok' to launch Go.Web and set up your Go.Messenger account.

Or; If Go.Messenger has not yet attempted to contact the server, the Welcome screen will appear. If the Welcome screen appears, click the trackwheel then select 'Options'. From the Options screen, click the trackwheel and select 'Register'.

3. Go.Messenger will launch Go.Web and retrieve the registration page. Enter your name and choose a 'Handle' to identify yourself when using Go.Messenger. After you have entered this information, select 'Create Account'. When you have successfully registered, select the 'Return to Go.Messenger' link.
4. After Go.Web has closed, Go.Messenger will display the "Registration Complete" screen. Click the trackwheel and select 'OK' to sign on to the Go.Messenger server. The Welcome screen appears and you are now ready to begin using Go.Messenger to send and receive instant messages on your RIM handheld.

Once you have successfully registered, Go.Messenger will display the Welcome screen, also known as the Go.Messenger screen. This screen will be used from now on to display the status of all your contacts.

Contacts

Adding Contacts

Contacts (sometimes referred to as "buddies" or "friends" in other Instant Messaging systems) may be co-workers, associates or friends with whom you want to keep in close chat contact with.

1. From the Go.Messenger screen click the trackwheel then select 'Add Contact'.
2. Go.Messenger will load the names currently in your RIM address book. You may choose to add a contact from this list or select 'New Address' to add a contact not already in your Address Book.



3. Click 'Ok' to continue. Enter the IM address and IM Network (if not GoAmerica) for an existing contact. If this is a New contact you will also need to enter a name for your Address Book.
4. When you are done entering a contact's information, click the trackwheel then select 'Ok' to add the contact to your list.

Go.Messenger stores contact information in the RIM Address Book so you have all of your address information in one place. When you add a contact from Go.Messenger, an additional address field is automatically created in the address book called "IM". You can also add the field yourself from the RIM Address Book by choosing 'Add IM' from the menu while editing an address record.

Note: When you use 'Add IM' from the address book, this only adds an IM address to that address book listing and does not automatically add a contact to your Go.Messenger list

Multiple IM Addresses

To add an IM address or an additional IM address to an existing contact.

1. From the Home screen, open the RIM Address Book. Scroll to and select the contact to which you want to add an IM address.

2. Select 'Edit Address'. Click the trackwheel again then select 'Add IM'.
Go.Messenger will add a field to this contact called 'IM'. You may now enter the new IM address information.

Note: When you select a contact from your Address Book with multiple IM addresses, Go.Messenger will display a list of all their IM addresses so you can choose which one you want to use.

Removing Contacts

1. From the Go.Messenger screen, scroll to the contact to be removed. Click the trackwheel then select 'Remove Contact'.
2. Select 'Yes' to remove and delete that contact or 'No' to abort. If you remove a contact, the IM address for the person is not removed from the RIM Address Book. To clear the IM address, you must edit that contact by selecting it from the RIM Address Book.

IMPORTANT: If you remove an IM field from an Address Book record (by editing the record within the Address Book application), that contact will no longer be recognized by Go.Messenger.

Contact Status

Contacts added to your list will be displayed on the Go.Messenger screen along with their current status.



Online - The contact's name will be displayed in **bold** with a smiley face next to their name. You can send instant messages to individuals who are online.

Offline - The contact's name is shown in plain text with no icon next to the name. This handheld is turned off or they may be out of coverage. You cannot send messages to contacts who are offline.

Do Not Disturb - The contact's name is shown in plain text with a crossed-out face next to their name. This person has requested not to allow messages to be delivered to them at this time.

Blocked - The contact is shown in **bold** with a darkened face and a question mark next to their name. This person has told the server to hide their status from others which means they may or may not actually be online. You can try to send them a message, but it will not get through if they are offline.

Unknown - The contact's name is shown with a question mark next to their name. Either the server has not yet told Go.Messenger what the status of a user is or that user may no longer be a valid user within the Go.Messenger network.

Changing Your Handle

1. To change the Handle you originally registered your Go.Messenger account with, from the Go.Messenger screen click the trackwheel then select 'Options'.
2. From the Options menu click the trackwheel and select 'GoAmerica Account'. This will launch Go.Web and take you to the GoAmerica IM account web page.
3. Select the link to 'Change My Handle' and follow the prompts to change your Go.Messenger handle.

Conversation Screen

1. To change the way your Name is displayed on your local conversation screen, from the RIM Home screen select 'Options'.
2. From the Options screen select 'Owner'. In the Name data field, enter the name you want to be displayed on your local conversation screens. Click the trackwheel and select 'Save Options'.



If 'Owner' information is not entered, messages will simply be preceded by "You" on your RIM handheld. (No matter what information you enter here, the Handle you originally registered with will be displayed on the conversation screens of other instant messenger users, unless a user has you on their contacts list. In this case the Name they have entered for you on their contact list will be displayed.)

IM Conversations

IM conversations or 'chats' are displayed in a conversation screen that shows each persons messages prefixed by their name. Use the trackwheel to scroll between all the images in a conversation. Go.Messenger allows for up to three simultaneous conversations with different contacts. If you try to open a fourth conversation screen, you will be prompted to end one of the other three first.



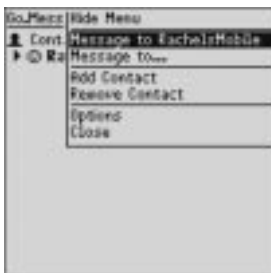
Sending IM Messages

To send an instant message to a user that is already on your contact list:

1. If a contact's status is displayed as 'Online', scroll over their Handle and click the trackwheel. Select 'Message to UserName' and the conversation screen will appear.

To send an instant message to a user that is not on your contact list:

1. From the Go.Messenger screen, click the trackwheel then select 'Message to...'. You can now select from the list of names in your Address Book to send an instant message to. Click 'Ok' to continue.
If the name you selected does not have an IM address you can enter one now. Click 'Ok' to continue.



To send a “one time” IM to a user that is not in your Address Book or on your contact list:

1. Select 'Message to...' then '[Use Once]'. Enter the IM address to send your instant message to.
2. After selecting the user to send an instant message to, a new conversation screen will open and the message entry box appears. Type your instant message in the box and press return or click the Trackwheel and select 'Send'.



3. To send another message while still in the current conversation window, just begin typing and the text entry box will appear, or you may select 'Type Message' from the conversation screen menu.

IM Message Status

Sending: While attempting to send a message, Go.Messenger will highlight the message text.

Delivered: Once an instant message has been delivered, Go.Messenger will display it as normal text.

Undeliverable: If Go.Messenger is unable to deliver an instant message, the text will be "struck out" with a line drawn through the words.



Receiving IM Messages

Current Conversations: Messages from a person you are already chatting with will automatically appear on the conversation screen. An alert may be given when each message arrives, depending on your Go.Messenger settings. (To adjust your Go.Messenger notification alert settings, open the Go.Messenger menu then select 'Options'.)

New Conversations: When you receive a message from an instant message user who you are not currently in a conversation with and you have less than 3 open conversations, Go.Messenger will open a conversation screen for the new message.

Multiple Conversations: To switch between conversation screens while conducting more than one chat, click the trackwheel, then select the Name of the conversation window you want to open.

Ending Conversations: To end and close a conversation, click the trackwheel and select "End Conversation". To return to the Go.Messenger screen without ending a conversation, select "Contacts" from the menu. Conversation windows do not close automatically when the other user disconnects. It is a good idea to use 'End Conversation' when you are done chatting to conserve memory.



URLs in IM Conversations

Go.Messenger has the ability to send and receive URLs as part of a conversation and launch Go.Web to open a web page. When Go.Messenger identifies a URL (by the <http://> prefix) it will display the URL (web address) as an underlined link in the conversation screen.

To Open or Send a URL

1. Scroll and select the URL within the conversation (it will become highlighted when selected).
2. Press the trackwheel and select 'Goto Link' from the Conversation Screen menu. Go.Web will be launched and the URL will be opened.

To send a web page address to another instant message user, simply type the web page address in the current conversation window, and make sure to include `http://`, such as "`http://www.goamerica.net`".



Go.Messenger Options

Go.Messenger provides several options for controlling your status on the IM network and to customize the way Go.Messenger works on your handheld. To access Go.Messenger options, from the Home screen select 'Options' then 'Go.Messenger'; or select 'Options' from the Go.Messenger menu.

Set My Status: Allows you to change your online status. All IM users that have selected you as a contact will be notified of your change in status. *See 'Contact Status' for details.*

Hide Status From Others: If "Yes", then your contacts are 'blocked' from seeing current status - they will not know if you are online or offline.

Auto Online/Offline for Weekdays/Weekends: Allows you to set a specific time when Go.Messenger will go Offline or Online.

Sounds - Notify: Allows you to configure which sound (or none) to play for different IM events: New Conversation, New Message, Contact Online and Contact Offline. **Note:** Go.Messenger alerts and notifications are dependent on the overall settings of your RIM handheld. No matter what settings are entered here, if your overall device settings are different, the overall RIM device settings will take priority.

Gateway/MAN: Displays the IP address of the Go.Messenger server that your device is connected to. Gateway/MAN setting is not configurable.

Other IM Networks: Displays other IM networks that Go.Messenger can interoperate with like Yahoo.

Other IM Accounts: Displays other IM accounts that you have configured to utilize alternate networks. If you have made any changes, press the trackwheel and select 'Save' before exiting.

Go.Messenger Options menu.

From the Options screen, click the trackwheel to access the Go.Messenger options menu.

GoAmerica Account: Launches Go.Web to access your Go.Messenger account information.

Add IM Account: Add an alternate network IM account.

Remove IM Account: Remove an alternate network IM account.

Update IM Networks: Activate alternate IM networks for use with Go.Messenger

Save: Save your changes to your Go.Messenger options.

Cancel: Cancel changes to your Go.Messenger options.



Yahoo!® Messenger & Other IM Networks

Go.Messenger allows you to carry on conversations with desktop and mobile users of Yahoo! Messenger from your RIM handheld and you can now be contacted at your Yahoo! Messenger account on your RIM handheld. In the future, other IM networks may also be added to Go.Messenger as compatible networks. You may add one IM user account to your RIM handheld for each Other IM Network that is available.

Important: You must have an existing Yahoo! Messenger(or other IM service) account to communicate with other users of that service. You can not communicate with users of Yahoo! or other services by using your GoAmerica IM account. You can sign up for a Yahoo! account at <http://www.yahoo.com>.

1. To configure Go.Messenger for Yahoo! compatibility, from the Go.Messenger screen click the trackwheel then select 'Options'.
2. From the Options screen, click the trackwheel then select 'Update IM Networks'.

3. 'Yahoo' should now show up under the list of 'Other IM Networks'. Once displayed on the list of Other IM Networks, Go.Messenger can sign you on to the Yahoo! server when your RIM handheld is 'Online'.
4. Select 'Add IM Account' from the Options Screen menu. You will be prompted for your Yahoo! Messenger address and password. Click the trackwheel and scroll to and select 'Ok'. Your Yahoo! account should now appear on the Options Screen under the 'Other IM Accounts' list.
5. To add Yahoo or other instant messaging service accounts to your contact list, simply select the 'Yahoo' or other network instead of 'GoAmerica' when adding a contact.

Note: When initially adding a Yahoo! account or other IM service contacts to Go.Messenger, there may be a delay in that information being usable by Go.Messenger. This is dependent on the amount of time it takes the 'Other IM' server to recognize your request and should only happen when the account or contact is first added.

Multiple IM Connections

It is possible to use the same Yahoo! account to log in from your handheld or other computer but simultaneous connections are not possible. Since you can only be logged into the Yahoo! server from one location at a time, when your RIM handheld is online, if you are logged into Yahoo! with the same account on another computer or handheld the other connection will be logged off.



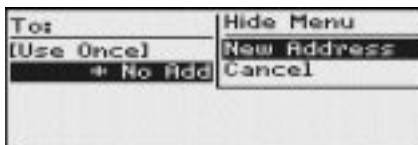
RIM Wireless Handheld Messaging (IPS Devices Only)

Composing and Sending a message

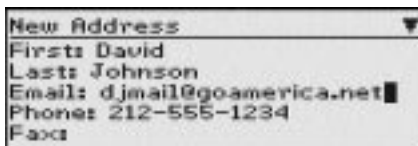
1. Start from a main function screen, such as Go.Web home or the Messages mailbox.
Click the trackwheel to access the options menu. Scroll to and click 'Compose'.



2. The To: screen appears. Do one of the following:
 - Scroll to and click an existing contact's name.
 - or
 - Click the trackwheel again; scroll to and click 'New Address'.(For this example, choose New Address.)



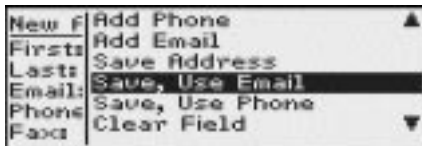
3. The New Address screen appears. Enter your contact's address information and press ENTER after each field.



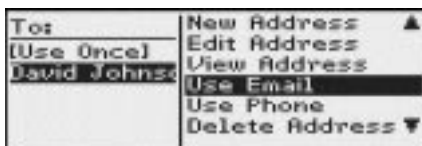
Note: Press the orange Alt key and the symbol key/space bar to access '@' and '.' characters in Email field

4. After you have entered the contact's information, click the trackwheel to access the New Address menu. Scroll to and click 'Save Address' to save the new address information. (To save a new address and send an Email message to that address, select 'Save, Use Email'.)

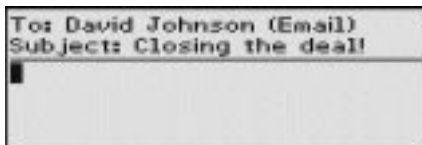
Note: Once you have entered address information, you can click to save it and select an address at the same time. In the New Address menu, scroll to and click Save, Use [address type]. The To: screen will appear and the address is already selected.



5. The To: screen opens with your new contact now listed. Highlight the name you want to send Email to then click the trackwheel to access the To: options menu. For this example, scroll to and click, 'Use Email'.












6. The Message screen appears. Type a subject and press ENTER to begin typing your message.



7. When you are finished writing, click the trackwheel to access the options menu, then scroll to and select 'Send Message'. (Before sending your message you can also choose to add a 'Cc' or 'Bcc'.)

Message Status Icons

After sending your message, the Messages screen is displayed. You will see one of the following icons to the left of the message header to indicate message status.

Icon	Description
	Message is being sent
	Message has been sent out to the network
	Message has been delivered to recipient
	Message has been read by recipient
	Message pending (will be sent later)
	Composed message has been saved (not sent yet)
	Message transmission error
	New, unread message
	Message has been read

Sending a One Time message

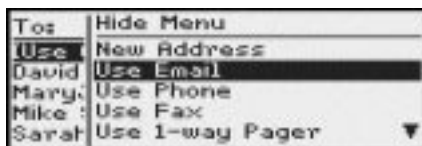
This send option is a short cut method. The address will NOT be saved.

To send a One Time message

1. From the Messages screen click the trackwheel to access the options menu. Scroll to and click 'Compose'.

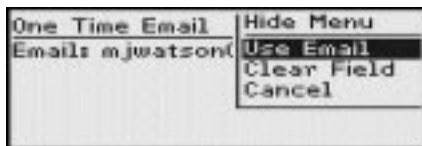


2. The To: screen appears. Click [Use Once] to access the To: option menu. Select 'Use Email' for this example.



Note: You can add multiple recipients to a one-time Email message by separating each address with a comma as you type in the Email: field

3. The One Time Email screen appears and you can enter your contact's address information. Click the trackwheel to access the menu and choose 'Use Email'.



Note: If you are sending to another device with a gmail.net address, choose inter@ctive pager option from the menu and enter only the person's user name.

4. Type a subject and press ENTER to begin typing your message. When you are ready to send, click the trackwheel to access the options menu then select 'Send Message'.



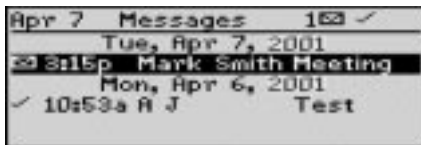
The Messages screen will appear and display your sent message's status.

Reading a message

When you receive a new message, the RIM handheld will beep and/or vibrate, depending on how you have configured your preferences. When a message is received while the device is in its holster the most recent message will be displayed when the device is removed from the holster

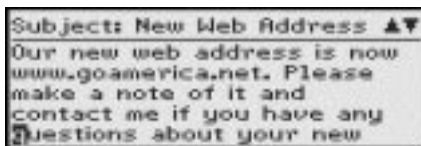
To open and read a new message

1. In the Messages screen, scroll to a message header with an unread message icon beside it.
2. Click the trackwheel to access the Messages menu and select 'Open'.



Note: Pressing the ENTER key will select the highlighted item. Try pressing the ENTER key instead of clicking the trackwheel when you choose your next option.

3. The new message appears on your screen. Use the trackwheel to scroll up and view the message header, To:, Sent:, and Received: fields. Scroll down to read the body of the message.



4. Click the trackwheel to access the menu and choose your next option. You can reply to, forward, save or delete the open message; read the previous message or the next unread message; or, choose another function.

Email Message Options

Once you have read a message, press the trackwheel to access the options menu.

Delete: Delete the current message.

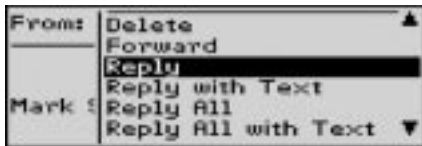
Forward: Forward (send) the current message to another account or contact.

Reply: Reply to the sender of the current message. This is the default option.

Reply with Text: Reply to the sender of the current message. The text of the original message will appear below your reply as in message "quoting".

Reply All: Reply to the sender of the current message and **all** listed recipients of the message.

Reply All with Text: Reply to the sender of the current message and **all** listed recipients of the message. The text of the original message will appear below your reply.



Next: Open the next unread message.

Save: Saves the current message. This message will be moved to the Saved Messages screen.

Show Qualified Address / Show Friendly Name: You can toggle between the sender's actual email address and alias with this feature. View the sender's actual address in the Status field by clicking Show Qualified Address. View the sender's alias by clicking Show Friendly Name.

URLs in Email messages

If a Web address (URL) appears in a message as a link you can launch Go.Web directly from the message to navigate to the listed Web address. (**RIM Wireless handhelds with OS 2.1 or greater only.**)

1. Scroll to and highlight the URL then press the trackwheel.
2. Select 'Open URL with Go.Web' from the options menu to launch Go.Web and open the URL you have selected.
3. Go.Web will open and navigate to the selected link.



eLink: Custom Email Filters (Available only with eLink account and service.)

eLink puts you in control of how mail is received by your RIM Wireless Handheld. Using the many filter combinations available, you can select what messages you do or don't want to receive with your wireless handheld.

1. To setup an eLink profile and customize mail filters, go to 'www.goamerica.net' then select the option to customize your wireless handheld using 'MyGoWeb'.



2. You will be presented with various options dependent on the type of device you are using. For example if your RIM Wireless Handheld is a 'RIM 850', select the option to customize that device.
3. Login using the Customer Number and Password you received with your wireless handheld. The device(s) associated with this account will be displayed as a link. Select the link you want to update to continue.



4. Your eLink profile will be displayed. Here you can enter and update your account information and select mail filters to control the way your email is handled.
5. Enter the information required for your RIM Wireless Handheld and your POP or IMAP compliant email accounts. Only enter your email Account Password if it has changed on your Internet mail server or if you are configuring eLink for the first time.

6. To set the poll interval at which your handheld will check for new messages, enter the desired number of minutes (between 0003 and 9999) in the mail retrieval data field.
7. Select the 'Update' button to apply changes to your account.

Note: Email messages that are sent to your wireless handheld are considered 'forwarded mail'. These messages are sent to your wireless device **and** also saved on the mail server for later retrieval on your desktop or other computer.

To set your email filters

1. Select 'Change email filtering rules'. The Filter Menu will appear and the following options are available to you.

eLink Filter Options

- **Content Filter:** Use the Message Content Filter to block or forward mail based on message content. For example block all "cc" messages or mail from a specific email address. Send all mail from a friend to your desktop at home or messages with a particular product name to your desktop at the office. See example below.
 - **Date Filter:** Use this filter to catch messages sent on a particular date. For example if you take a day off or can't access your device, you may choose to have messages blocked for that day. If you need to block messages for more than one day, create a filter for each additional date.
 - **Size Filter:** Use this filter to set the maximum allowable size of messages to be forwarded to your handheld. Default is 4096, maximum is 50,000 characters. For example, using the default parameter, only messages smaller than 4096 characters will be sent to your handheld.
 - **Segment Size Filter:** Use this filter to restrict the segment size of messages forwarded to your handheld. If you typically receive long messages you may wish to see only the beginning of a message before retrieving the entire text. Use this filter to set the maximum number of characters to be retrieved. You can retrieve additional segments by scrolling to the end of the message and selecting the 'more' or 'additional text' option.
1. The auto reply selection requires the text you wish sent as your response.
 2. A forwarding command requires a valid email address to forward your messages to.

Important: When you are done creating a filter, select the 'Add Filter' button to save your changes.

Technical Support

Some things to check before contacting Tech Support.

1. Make sure your RIM Wireless handheld is fully charged.
2. Is Wireless turned On? From the Home screen move the cursor over the Wireless icon. When wireless is on you should see a plane icon and the text will change to "Turn Wireless Off".
If you see a radio tower icon and the text changes to "Turn Wireless On", wireless is not On. Click the Wireless icon to turn wireless On.
3. Is the radio On? From the Home screen, select options then 'Network Settings'.
The 'Radio' option should be On. If it is not, scroll to and select 'Radio' then select 'Change Option' and change the Radio setting to On. Click the trackwheel again and select 'Save Options'.

If you are in need of further technical assistance, please contact the GoAmerica support team on the web at www.goamerica.net.

Thank you for choosing GoAmerica!

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This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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